



Request for Accommodation and Complaint Procedures Americans with Disabilities Act (ADA)

1. Auxiliary Aids & Services or Barrier Removal Procedure

A person who requires an accommodation, or an auxiliary aid or service, or a modification of policies or procedures to participate in a County program, service, or activity, should submit a **Request for Accommodation or Barrier Removal Form** to the ADA Coordinator. This form should be submitted as far in advance as possible of the scheduled event to allow evaluation and the development and implementation of remedies.

An individual may also submit a **Request for Accommodation or Barrier Removal Form** to request the removal of a physical barrier to allow or improve access. Request forms and other information are available from the Tipton County ADA, 103 E. Pleasant Ave., Covington, TN 38019, during regular business hours, via fax, mail, or electronic mail. Other arrangements for submitting a request, such as personal interviews or tape recordings, as well as assistance in completing the form, are available by contacting ADA Coordinator at 901 476-0219.

The County will review the request and notify the requesting party of the County's proposed resolution. The County's notification will be in writing or a reasonable alternative format if requested. If an individual feels that the County's response is unsatisfactory, he or she may submit an appeal following these same procedures.

2. Formal Complaint Procedures

The County provides this complaint procedure to help provide prompt and equitable resolution of complaints alleging any action prohibited by Title II of the ADA and state disability rights. It is designed to meet requirements of both §504 of the Rehabilitation Act of 1973, as amended, and Title II of the ADA. This procedure is available for any individual who wishes to file a complaint alleging discrimination by the County based on disability regarding access to public Tipton County services, programs, and facilities. It is unlawful for Tipton County to retaliate against anyone who files a grievance or cooperates in the investigation of a grievance.

The availability and use of this grievance procedure does not preclude filing a complaint of discrimination with any appropriate state or federal agency. Use of this grievance procedure is not a prerequisite to the pursuit of other remedies, but is intended to avoid the necessity of doing so.

A grievance may be in writing, tape recording, or any other device, containing the name, address and telephone number of the person filing it (the Complainant). The grievance shall state the problem or action alleged to be discriminatory and the remedy or relief sought by the complainant. Use of the **Complaint Form** is strongly urged to assure that all pertinent information is presented and to help assure proper routing for a timely and equitable resolution of the concern.

Step 1: Submission of Complaint

The complaint should contain as much information as possible about the alleged discrimination. The Complainant, or representative, should file a **Complaint Form** with the ADA Coordinator no later than thirty (30) calendar days from the date of the alleged discrimination. The **Complaint Form** is available at the Administration Building during regular business hours via fax, mail, or electronic mail. Other arrangements for submitting a complaint, or for assistance in completing the form, are available by contacting the ADA Coordinator (contact information is located at the bottom of this page). The ADA Coordinator will notify the Complainant in writing of any additional information that is needed to properly consider the complaint. If the Complainant fails to provide any requested information within fifteen (15) calendar days of that request, the ADA Coordinator shall close the complaint without prejudice.

Step 2: Consideration of Complaint

The ADA Coordinator will oversee the investigation of the complaint. Within thirty (30) calendar days of the receipt of the complaint, the ADA Coordinator or his/her designee will respond to the complaint in writing or a reasonable alternative format if requested. The response will explain the position of the County with respect to the complaint and offer options for a reasonable solution.

Step 3: Appeals

If the response of the ADA Coordinator does not satisfactorily resolve the issue, the Complainant, or his/ her designee, may appeal the decision to the County Mayor. The request for appeal must be made within fifteen (15) calendar days of the date of the ADA Coordinator's decision. Within thirty (30) calendar days after receipt of the request for appeal, the County Mayor (or his/her designee) will conduct a hearing to consider the appeal. Within thirty (30) calendar days of the hearing, the County Mayor (or his/her designee) will issue a final determination of the complaint. The decision on the appeal will be in writing and, when requested, in a reasonable alternative format.

Summary

Tipton County, Tennessee, is dedicated to ensuring that all County programs, benefits, activities, and facilities are fully accessible to and useable by persons with disabilities. The ADA Coordinator is provided by Tipton County to serve the community as a whole and to coordinate and ensure equal access to Tipton County Government public services, programs, and activities for all. Any questions or concerns about accessibility issues regarding County programs and services should be directed to the Tipton County ADA Coordinator

For more information or assistance with completing this form, please contact the **Tipton County ADA Coordinator: Bob Beanblossom**, Phone **901 476-0219**, Email rbeanblossom@tiptonco.com., Address: Tipton County ADA, 103 E. Pleasant Ave., Covington, TN 38019.